Access Specialties makes no representations or warranties with respect to the contents hereof and specifically disclaims any implied warranties of merchantability or fitness for any particular purpose. Access Specialties reserves the right to revise this specification from time to time in the content hereof without obligation to notify any person of any such revision or changes.
Table of Contents

1.0 Server & Client System Requirements  Page 3
2.0 Focal Point Software & Database Requirements  Page 5
3.0 Device & Card Reader Definitions  Page 8
7.0 Access Groups  Page 23
8.0 Cardholder Records  Page 24
9.0 System Operators  Page 26
10.0 Commands  Page 27
11.0 Graphic Map Files  Page 28
12.0 Alarms  Page 29
13.0 Transaction Events  Page 31
14.0 Reports  Page 32
15.0 Help  Page 33
16.0 Digital Photo ID Badging  Page 33
17.0 Event Management  Page 38
20.0 Offeror Provided Services  Page 39
23.0 Manufacturer Provided Services  Page 41
24.0 Spares, Warranty, & Equipment Compatibility  Page 41
25.0 Installation Execution  Page 42
Server & Client System Requirements

1.0 SMS Requirements
The following section describes specific host and client computer hardware and software requirements. The computer equipment referred to in this specification refers to the system’s host and client computers, peripherals, and communications equipment installed.

1.1 Host Server Hardware & Software Requirements
[Optional Requirement] The host server shall be a Pentium based PC and shall operate under a Windows operating system from Microsoft. The server shall be configured according to the following minimum requirements:

Focal Point SQL Server Host Computer Requirements:
- **Processor**: Pentium IV (2.8 GHz or higher)
- **Display**: VGA or higher-resolution monitor (Super VGA recommended)
- **Memory**: 2048 Megabytes (MB) of RAM
- **Hard Drive**: 40+ GB (depending on estimated size of database)
- **Disk Drive**: CD-ROM Drive
- **Mouse**: Microsoft Mouse or compatible pointing device
- **Additional space needed for setup files**:
  - **FOCAL POINT**: ~ 20 MB
  - **SQL 2005 or 2005 Express**: ~ 100 MB
- **Screen Resolution**: 1024 x 768 and greater
- **Browser**: Microsoft Internet Explorer 5.0 or later
- **.NET Framework**: version 2.0
- **Windows Installer**: 3.1 or higher
- Additional network software is not required unless you are using Banyan VINES or AppleTalk ADSP. Novell NetWare client support is provided by NWLink
- **Supported Clients**: Windows NT Workstation, Windows 2000, Windows XP, Apple Macintosh (Requires client software from a third party vendor), and OS/2 (Requires client software from a third party vendor).
1.2 Client Hardware & Software Requirements

[Mandatory Requirement] The client workstation shall be a Pentium based PC and shall operate under a Windows operating system from Microsoft. The client workstation(s) shall be configured according to the following minimum requirements:

Focal Point Workstation Minimum Computer Requirements:
- **Processor**: Pentium IV (1 GHz or higher)
- **Display**: VGA or higher-resolution monitor (Super VGA recommended)
- **Memory**: 256 megabytes (MB) of RAM
- **Hard Drive**: 40+ GB
- **Disk Drive**: CD-ROM Drive
- **.NET Framework**: version 2.0
- **Windows Installer**: 3.1 or higher
- **Mouse**: Microsoft Mouse or compatible pointing device
- **Screen Resolution**: 1024 x 768 and greater
- **Browser**: Microsoft Internet Explorer 5.0 or later
- **Networking**: Windows 2000, Windows XP, Windows 2003 Server built-in network. Additional network software is not required unless you are using Banyan VINES or AppleTalk ADSP. Novell NetWare client support is provided by NWLink
- **Supported Clients**: Windows NT Workstation, Windows 2000, Windows XP, Apple Macintosh (Requires client software from a third party vendor), and OS/2 (Requires client software from a third party vendor).
General Software Requirements

2.0 General Software Requirements
This section presents general requirements applicable to the Offeror provided SMS software and other software components including application sub-systems. All software components supplied by the Offeror should be standard, off the shelf, fully integrated, and currently installed and accepted by the Offeror’s installed user base. If any software component is to be developed or modified by the Offeror to meet the requirements specified herein, such component shall be identified explicitly in Offeror’s proposal.

2.0.1 Relational Database Software
[Mandatory Requirement] The SMS software shall be based on a standard relational database management system product, available commercially from a recognized industry supplier. The relational database must include standard Structured Query Language (SQL) capability. Offeror shall provide information in sufficient detail in the proposal to demonstrate compliance with this requirement.

2.0.2 Database Interface / Integration
[Mandatory Requirement] The SMS software shall have the ability to import or export database information to/from recognized industry standard formats.

2.0.3 Database Backup Features / Capabilities
[Mandatory Requirement] The SMS software shall have an integrated backup feature. The SMS software shall allow the user to schedule a backup based on time and frequency as well as allowing for a manual backup to be selected. The destination of the backup database may be a set location or selected via a browser function. The database may be backed up to any type of media supported by a Windows based operating system.

2.0.4 Software Capacities
System software and language development shall be based on .Net. Operating system shall be multi-user, multi-tasking capable of operating in a non-proprietary CPU. The application software, substantially as offered, shall be written in a high level, industry standard programming language. All system functions shall be accessible via a point and click mouse control. Systems requiring command string control or complex syntax are not acceptable. The system software shall include the following features and be configured for minimum:
A. In excess of 1,000+ readers may be defined.
B. Up to 44,000 cardholders may be downloaded to the Edge controller.
C. System supports unlimited workstations
D. Supports database partitioning of unlimited Zones
E. Supports up to 255 individual Time Zones
F. Supporting up to 365 defined Holidays
G. Supports View, Add, Edit, Delete access controls individually or concurrently for each of the main database tables. This feature is settable on a per operator basis.

H. In excess of 100,000 operators and associated access levels supported.

I. Audible alarm annunciation at the CPU.

J. Command Center – conditional response, scheduled commands, future commands and immediate commands may be defined.

K. Alarm Monitoring for pre-defined access control exceptions.

L. Email Response – supports user-definable email alerts based on user-definable alarms and/or commands

M. Over 100 custom cardholder data fields in addition to standard data fields

N. Cardholder access privilege activation / expiration date

O. Integrated history and alarm report capabilities

P. Supports static or DHCP TCP/IP communications with the Edge product family.

Q. Customizable reports for all system activity may be defined and saved.

R. Graphical system status display of important information and panel connectivity.

2.0.5 Software Operation

The SMS shall provide a top down configuration methodology. Top down programming shall allow the system operator to configure the system software and hardware configurations in a logical flowing method. The system should allow the operator to start at the highest configuration level of the system and then move down through the lower configuration levels without having to move back and forth between a variety of menus.

The configuration tools shall utilize intelligent configuration controls. The system shall be structured such that the operator will not be able to perform configuration functions that are not valid based upon the configuration used. Where the operator may be presented with a choice of pre-defined objects, the system will provide a pop up pick list. The operator may choose an object in the listing by double clicking on the item. If the object has not been pre-defined, the operator may define the new object from the pop up pick list.

The system shall utilize colorful icons and other graphics to display information. Icons shall be provided to represent each major database of the system:

A. Transaction Monitor

B. Alarms

C. Cardholders

D. Access Groups

E. Holidays

F. Time Zones

G. Command Center

H. Issue Command

I. Access Point Manager
J. Operators
K. Reports

Where certain data fields within data screens may contain the same information, the system shall provide the ability to define default settings for these data entry fields. The operator shall be able to change the default setting without impacting objects that have already been defined.

2.0.6 Menu Configurations
The SMS software shall allow for the configuration and programming of the database through the use of simple menu commands. The menu commands may be executed by both mouse point and click as well as keystroke control.

2.0.7 Time Zone Specifications
The SMS software shall allow for programming up to 255 individual time zones, each of which has its own set of start and stop time intervals. The software shall include a 24 x 7 default time zone in the database.

2.0.8 Time Zone Intervals
[Optional Requirement] Each individual time zone may have up to 5 time zone intervals associated with it per day. A time zone interval consists of a start day and time and a stop day and time. Time Zone intervals shall be displayed graphically to clearly portray when an interval is active. Time Zone intervals may start and stop on the same day for custom requirements.

2.0.9 Time Zone Assignments
[Optional Requirement] Each time zone shall be configured with both a user-definable name up to 20 characters in length as well as an identifying code number. Time Zones may be assigned to the following features of the SMS:
A. Access Control Clearance
B. Scheduled Functions
C. Conditional Functions
D. Alarm Events

2.1 Holidays and Holiday Lists
[Optional Requirement] A holiday is defined as an exception to the time zone rule. Where a given function will execute on a non-holiday, that same function will not be executed on a defined holiday. The SMS shall have the ability to define up to 365 individual holidays. Each holiday shall be identified by both a date and a name up to 20 characters in length and may also be defined as a reoccurring date.
A holiday list is a grouping of defined holidays. A given function such as a card holder access granted at a door will not be performed on defined holidays unless the card holder is associated with an appropriate holiday list. The SMS shall have the ability to define up to 8 holiday lists. Each list can have any combination of the defined holidays associated with it. Holiday Lists may be assigned to specific card holders for standard access on exception days.

**Devices & Card Readers**

3.0 **Device and Card Reader Definitions**

[Mandatory Requirement] The SMS system shall have the ability to configure in excess of 1000 IP Controllers and/or IP Controllers with integrated readers. Each card reader or device shall have an associated user defined name up to 20 characters in length and an identifying number. Each defined card reader or door will have a door position status alarm point, request to exit input, tamper detect input, and 1 user defined input point available.

3.0.1 **Access Modes**

[Mandatory Requirement] The SMS shall have the capability for defined card readers and doors to operate in the following modes:

A. Card Only
B. PIN Only
C. Card & PIN
D. Card OR PIN
E. Scheduled OR Conditional Command Control

3.0.2 **Reader Operation**

[Mandatory Requirement] The system shall allow a reader to be configured to operate using the following functions:

A. Readers will read cards while the door is in the open position.
B. Door lock will automatically lock upon the door being opened
C. Automatic locking of the door lock after the door opened will be delayed for a user defined period
D. Separate timers for the operation of the door lock and the software shunting of the door position status alarm point. The shunting of the door contact following the presentation of a valid access card or activation of the request to exit device shall be accomplished by software control. The use of a hardware shunt will not be accepted.

3.0.3 **Door Alarms**

[Mandatory Requirement] The system shall allow each door to be configured to cause a variety of events to occur based upon activity at that door. The events may be caused by each of the following activities:

A. Door Held Open / Door Forced Open
B. Access Granted / Denied
C. Cardholder Wrong Place / Wrong Time / Wrong PIN
3.1 Areas

[Mandatory Requirement] The SMS shall have the capability to group individual devices into an area. The area shall have a user definable name up to 20 characters in length and an identifying number. The area may be associated with manual, scheduled, conditional, or alarm response commands.

Access Groups

4 Access Groups

[Mandatory Requirement] The SMS shall have the capability to define up to 65,025 total access groups with 255 access groups defined per zone. An access group is defined as the identifier of individual readers combined with time zones. Each access group shall have a user-defined name up to 20 characters in length and an identifying number.

4.1 Access Group Assignments

[Mandatory Requirement] The SMS shall have the capability to add any defined door and any defined time zone to an access group. The number of doors and time zones associated with any individual access group shall be able to exceed 100,000. The Access Group Assignment shall be graphically portrayed so that the time graph represents the time frame when a group can access each location. The Assignments area of the program shall also provide instant look up buttons for searches by group or by device.
Cardholder Records

5 Cardholder Records
[Mandatory Requirement] The SMS shall have the capability to define up to 44,000 individual cardholder records. Each record shall be able to exceed 100 data fields, both fixed and user-definable. Holiday lists, access groups, and anti-passback settings can also be associated with the cardholder record, as well as the fixed and user-definable data fields.

5.1 Card Data
[Mandatory Requirement] The SMS shall have the capability to allow for encoded card numbers up to 9 digits in length and embossed numbers up to 16 digits. Multiple card formats and system codes may be defined within the system.

5.2 Cardholder Record Information
[Mandatory Requirement] The cardholder record shall consist of a minimum of the following data fields:
A. Cardholder Name: Last, First, Middle Initial
B. Encoded Card Number
C. Printed Card Number
D. Activation Date
E. Expiration Date
F. Status: Active, Inactive
G. Reason
H. Cardholder Image File Name
I. Group Memberships
J. Holiday List Associations
K. In Excess of 100 Customizable Data Fields
L. Last Reader Used

5.3 Cardholder Image
[Mandatory Requirement] The cardholder record shall have the capability of associating and viewing a digital image related to the individual. The images shall be in a *.jpg or *.pcx, or *.bmp format. The image name may be entered in via keyboard or selected from a pick list.

5.4 Cardholder Query Capabilities
[Mandatory Requirement] The SMS shall allow queries to be performed on any field within the cardholder record. The system shall allow the queries to be performed based upon partial entry of data in a field, i.e. entering “Smi” in the cardholder name field will return all records where the name begins with those letters like “Smith” and “Smithers”, etc..
5.4.1 Cardholder Last Reader Used
[Mandatory Requirement] The SMS shall have the capability to show the cardholders last reader used within the individual cardholder record. The last reader used field shall be dynamic, changing states whether the record is open or closed.

5.5 Cardholder Import/Export Capabilities
[Mandatory Requirement] The SMS shall provide means for bulk loading of card records through the use of a data file generated from another source. The external file shall be an ASCII file in a delimited format. The SMS shall also provide the ability to generate the same format file of existing card records, allowing the information in the system to be exported to other computers and applications. The system shall allow the user to select the card records that will be included in the export file.

5.6 Cardholder Previous Activity Report
[Mandatory Requirement] The SMS shall provide the ability to review the previous activity of the cardholder, while viewing the individual’s cardholder record. Depressing the associated icon shall perform a historical search for all previous access activity for the cardholder. This information shall be displayed to the system operator, with the ability to generate a report, either to a file or printer.

5.7 Group Access Limits
[Mandatory Requirement] The SMS shall provide the ability to associate each cardholder with up to 8 access groups within any zone.

5.8 Holiday List Associations
[Mandatory Requirement] The SMS shall provide the ability to associate each cardholder with up to 8 holiday lists. This feature allows multi-tenant buildings to more accurately control access for special interests on holidays such as cleaning and maintenance crews, administration needs, etc.
System Operators

5 System Operators
  [Mandatory Requirement] The SMS shall provide the ability to define in excess of 100,000 system operators. Each operator may be assigned any combination of privileges.

9.1 Password Protection
  [Mandatory Requirement] Each operator defined within the SMS shall have a password up to 20 characters in length.

9.2 Privilege Levels
  [Mandatory Requirement] Privilege Levels of View, Add New, Change Existing, and Delete shall be individually selectable for all tables in the database. Privilege levels shall be assignable to the following menu functions at a minimum:
  A. Database Configuration
  B. Alarm Activity & Routing
  C. Event Monitoring
  D. Reporting
  E. Administration

9.3 Operator History Reporting
  [Mandatory Requirement] All event transactions by a system operator including manually issued commands, alarm acknowledgement, etc. shall be stored in the historical archive for later recall. Depressing the associated icon shall perform a historical search for all previous access activity for the operator. This information shall be displayed with the ability to generate a report, either to a file or printer.

9.4 Alarm Routing
  [Mandatory Requirement] The SMS shall have the ability to route alarms to individual operators based on type and priority level of the alarm. All or none shall also be selections for alarm routing if the user determines not to address alarms by type.
Commands

10.0 SMS Command Structure

[ Mandatory Requirement ] The SMS shall have the ability to support manual, scheduled, future and conditional response commands to doors, areas, and output control relays. Memory shall be allocated on the intelligent field panels to accommodate the scheduled, future, and conditional commands such that they operate independently of the host computer.

10.1 Scheduled Commands

[ Mandatory Requirement ] The SMS shall have the ability to schedule commands to a door, area, or output control relay based on a defined time zone. The SMS shall also have the ability to associate the scheduled command to a holiday list for activating or ignoring the command as specified.

10.2 Conditional Response Commands

[ Mandatory Requirement ] The SMS shall have the ability to perform conditional response commands to a door, area, or output control relay based on a selected event and a defined time zone. Selected events can include any monitored input point status or door related event. The SMS shall also have the ability to associate the scheduled command to a holiday list for activating or ignoring the command as specified. A user-definable email may be generated based on the occurrence of the condition.

10.3 Future Commands

[ Mandatory Requirement ] The SMS shall have the ability to perform future commands to a door, area, or output control relay based on a selected date and time. A future command is defined as a one time only activation or deactivation of a door or output control relay.

10.4 Manually Issued Commands

[ Mandatory Requirement ] The SMS shall allow privileged operators to manually issue commands to doors, areas, and output control relays from any screen in the system. The commands can be pre-defined for instant issuance.
Alarms

12.0 Alarms
[Mandatory Requirement] The SMS shall have the capability of presenting alarms to the operator based on defined system events or monitored input points. The alarm shall display direct information about the alarm, any image files associated with it, and cardholder record information if the alarm was caused by a known cardholder. Individual alarms shall be named by up to 20 characters and also an identifying number.

12.1 Alarm Types
[Mandatory Requirement] The SMS shall allow the user to define types of alarms such as maintenance, security breach, etc. Individual alarms defined within the SMS can then be associated with an alarm type. The defining of types allows the user to route specific alarm types to the appropriate operator optimizing the efficiency of the system. In excess of 100 alarm types are supported by the SMS.

12.2 Alarm Configuration
[Mandatory Requirement] The SMS shall allow the user to configure the alarm by using a combination of drop down pick lists, and selection forms. Depending on the source of the alarm, only applicable conditions will be available for selection.

12.3 Alarm Time Zone
[Mandatory Requirement] The SMS shall allow the individual alarm to be associated with any defined time zone. The time zone for the alarm will be graphically represented on the alarm without the operator having to exit to another section of the SMS.

12.4 Alarm Instructional Text
[Mandatory Requirement] The SMS shall allow the operator to define specific instructional text which can be associated with the alarm definition. Instructions will be given an identifying number as defined by the operator. The operator can then select the instructional text appropriate for the alarm being defined. Up to 255 characters can be stored for each instruction defined.

12.5 Alarm Comments By Operator
[Mandatory Requirement] The SMS shall support the ability to allow operators to manually enter comments about the alarm. A comments section within the active alarm screen shall store all comments and allow them to be viewed.
12.6  **Alarm Priority Levels**  
[Mandatory Requirement]  The SMS shall support the capability of prioritizing alarms from a level of 0 to 9. A priority level of 0 effectively ignores the alarm. A priority of 9 will cause this level of alarm to supersede others of lower priority and be presented first on the alarm screen.

12.7  **Alarm Redundancy Counter**  
[Mandatory Requirement]  The SMS shall have the ability to count the number of times an alarm is triggered while in an alarm state. The alarm screen shall show this dynamic number and its time of first occurrence as well as the most recent time it has been triggered.

12.8  **Alarm Email Response**  
[Mandatory Requirement]  The SMS shall have the ability to issue pre-defined emails in the event of an alarm. The email shall pull information from the database and can be sent to one or a group of emails.

12.9  **Alarm History Reporting**  
[Mandatory Requirement]  The SMS shall have the ability to bring up a report on the specific alarms recent activity. By pressing the associated icon the SMS will search for all alarm events associated with this specific alarm. A report will be presented which can be printed or saved to a file.
12.10 Alarm Management

[Mandatory Requirement] The SMS shall allow the operator to define the alarms acknowledgement and clearing status levels. Alarms may be defined to require an operator’s comments be entered before the system will allow acknowledgement. Additionally, alarms may be defined to require that the initiating trigger be reset to a non-alarm condition before the alarm can be acknowledged and cleared.

Transaction Events

13.0 Transaction Events

[Mandatory Requirement] The SMS shall display transaction events related to all system activity, including scheduled actions, manual interventions, card access events, alarms, etc. These events will be displayed in chronological order. The SMS shall have the capability to adjust and save field columns to user specified lengths.

13.1 Transaction Format

[Mandatory Requirement] The SMS shall display the following data for each transaction event at a minimum:

A. Transaction Event #
B. Description of Event
C. Condition Associated With Event
D. Location Name
E. Device #
F. Time / Date Stamp
G. Card Holder Photo

13.2 Archiving of Transaction Events

[Mandatory Requirement] The SMS shall store all transaction events in files for a 1 month period. These files may be accessed for any or all historical reporting. The current 24 hour time period will be actively displayed and updated on the transaction event screen. The transaction event files are also included in the automatic backup routine of the SMS such that historical data is not lost in the event of catastrophic host computer failure.
13.3 Viewing
[ Mandatory Requirement] The SMS shall support the ability to view transaction events from the screen during the current 24 hour time period. The operator may view any 24 hour period in the current or previous month by entering in the appropriate date. The SMS shall support the ability to filter transaction events based on specific zone and panel activity. Scroll bars allow the operator to view previous transactions without the dynamic updates taking control of the screen placement.

Reports

14.0 Reports
[ Mandatory Requirement] The SMS shall support the ability to configure, generate, print and / or save to file reports of historical data as well as database configuration. This feature shall be integrated within the SMS. An integrated report criteria selector shall provide the operator the ability to selectively query the database for pertinent information. Any off board report generating package is not acceptable. The report function shall not significantly degrade overall system performance.

14.1 Database Configuration Reports
[ Mandatory Requirement] The SMS shall support the ability to configure, generate, print and / or save to file reports based on the configuration of the database. The reports available shall be at a minimum:
A. Device Information
B. Cardholder Information
C. Time Zone / Holiday Information
D. Access Group / Access Assignment Information
E. System Operator Information
F. Command Information
G. Alarm Definition Information

14.2 Activity Transaction Reports
[ Mandatory Requirement] The SMS shall support the ability to configure, generate, print and / or save to file reports based on current and historical events. The report generator shall support the ability to query the database to narrow down the report data to necessary information only.

14.3 Alarm History Reports
[ Mandatory Requirement] The SMS shall support the ability to configure, generate, print and / or save to file reports based solely on alarm activity. The report generator shall support the ability to query the database to narrow down the report data to necessary information only.
14.4 Custom Reporting Capabilities

[Mandatory Requirement] The SMS shall contain both pre-defined reports based on most commonly called for reports as well as the ability to allow the operator to customize reports. The customized reports can be saved and called up from the pick list of pre-defined reports. Report may be exported as a standard text file or as an html file format.

Help

15.0 Help

[Mandatory Requirement] Each data entry screen shall contain a one-line help message, which will be content sensitive to the field where the cursor is located. This help message shall provide a brief message to inform the operator as to the task that can be performed on that field.

15.1 On Line Help

[Mandatory Requirement] The system software shall have on line help available at any point requiring operator input. The help screen shall be accessible from a pull down menu. This help screen shall contain information that will allow the operator to enter correct data without consulting a manual.

15.2 Hypertext Linking

[Mandatory Requirement] The help screens shall use hypertext layouts. The help screens shall contain copies of the data entry screens. The operator shall be able to place the mouse on a button on the data screen and receive help information for that particular button.

The help screens shall conform to standard Windows help using conventions similar to other windows applications. This shall include an index of topics covered and the ability to search for particular help topics.

Offeror Provided Services

20.0 Offeror Provided Services

Installation, Training, and Software / Hardware maintenance requirements are described in the paragraphs below.
20.1 **Offeror Provided Training**  
[Mandatory Requirement] The Offeror shall conduct training courses for personnel designated by the owner. Training shall cover the maintenance and operation of the SMS. The training shall be oriented to the specific system being installed under this specification including central processor. Training manuals shall be delivered for each trainee with two additional copies delivered for archiving at the project site. The manuals shall include an agenda, defined objectives for each lesson, and a detailed description of the subject matter for each lesson. The Offeror shall furnish audiovisual material, copies of the audiovisual material shall be delivered to the owner on the same media as that used during the training session. Up to _____ hours of training shall be provided for in the base contract.

20.2 **Software Maintenance Plan**  
[Mandatory Requirement] Software enhancements, additions, improvements, or new versions and releases that the Manufacturer may develop and make available to its end user customers during the plan term will be provided in the Software Maintenance Plan.

21.0 **Hardware Maintenance Plan**  
The Offeror shall provide the customer with two options on hardware maintenance: an on site plan provided by the Offeror and a self-maintenance plan for the customer. Spares are not to be included in the costs of either plan as the customer will purchase the recommended spares and maintain them on site.

22.0 **Self Maintenance Plan**  
[Mandatory Requirement] Offeror must provide a maintenance plan whereby the customer is trained to provide maintenance on the intelligent field panels and readers. The customer shall replace defective boards or readers with the spares and return to the Offeror for repair. All defective readers and boards will be fixed or replaced during the term of the plan at no charge.

The Offeror shall state the mean time to replace any of the following boards in the intelligent field panel and be able to demonstrate this to the customer’s satisfaction:
- A. Communications Board
- B. Processor Board
- C. Reader Board
- D. Alarm Input Board
- E. Output Control Relay Board
- F. I/O Board
Manufacturer Provided Services

23.0 Manufacturer Provided Services
Training, Software, and Hardware Maintenance plans are described in the paragraphs below.

23.1 Training
Provide detailed information on the training classes provided by the Manufacturer. Include cost and scheduling information.

23.2 Software Maintenance Programs
Provide detailed information on the software support plans offered by the Manufacturer. Include cost and associated contract period information.

Spares, Warranty, & Equipment Compatibility

24.0 Spares
[Mandatory Requirement] The Offeror as a part of this specification shall attach a recommended list of spare parts to the customer. A line item description of the individual components and their unit and extended cost shall be included in the list.

24.1 Warranty Requirements
[Mandatory Requirement] The Offeror shall supply detailed information on the warranty requirements proposed with the SMS. The information supplied shall also include warranty information from the Manufacturer.

24.2 Equipment Compatibility and Support Statement
[Mandatory Requirement] The Offeror shall provide information concerning the Manufacturer’s philosophy and policies to maintain support and compatibility of its product line. Define the level of compatibility that is designed into new products to maintain a working interface to the older product. Provide information that describes the duration of factory support that is provided to a product once it is removed from being a currently manufactured product. Include examples of support and compatibility to back up the Manufacturer’s philosophies. Also, provide information that describes the Manufacturer’s product initial release date and the last enhancement date of each major system component that is provided in this bid proposal.
Installation Execution

25.0 Installation Execution
Details on the installation of the proposed SMS are provided in the paragraphs below.

25.1 Database Installation
[Mandatory Requirement] The Offeror shall provide a detailed explanation and timeline associated with the installation of the host and client workstations and the programming of the core SMS database.

25.3 Device Wiring and Communications Circuit
[Mandatory Requirement] The Offeror shall provide a detailed explanation and timeline associated with the installation of the controllers, modules and card readers.

25.3 Testing
[Mandatory Requirement] The Offeror shall provide a detailed explanation of the testing required for the various SMS components and an associated timeline.

25.4 Performance Verification Testing and Approval
[Mandatory Requirement] The Offeror shall prove to the customer the functionality of the SMS as specified herein. Performance verification testing shall take place after installation and testing has been completed. The customer shall supply the list of functions to be verified and who is authorized to sign off on the approval form.